

## Guide on Bio Basic Asia Pacific Customer Portal.

1. Log in to <http://www.biobasic-asia.com>
2. Click on **'Register'** or **'Register as a new user'** (For first time user)
3. Provide us with the email address you would like to register with a password.  
**If you are unable to register and it shows that username 'your email' is already taken or email 'your email' is already taken, you may directly log in with the email you have registered under and the default password would be 123456.' \*\***
4. Proceed to the **'Sequencing'** tab & **Make New Order**.
5. Next, input a short description of your samples and the billing package to use.  
(For AIT customers, you may input your billing package ID)  
**\*If unsure, do contact our sales representative\***
6. Samples may be uploaded either using **Excel File** or **Manual Input**

### For **MANUAL INPUT**,

1. Fill up the mandatory fields as per stated & you may provide us with more details of the sample you have sent in via the optional fields.
2. You may generate more than 1 sample at one time.

Use the above settings to fill  samples

Generate

Close

\*By changing the number in the box, you will get the number of samples generated with the **SAME** data\*

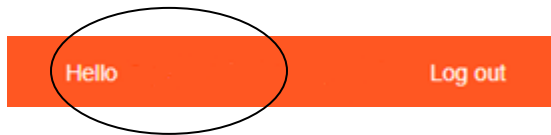
### For **INPUT USING EXCEL FILE**,

1. You may download the **Bio Basic Sequencing Form Template**.
2. Proceed to fill up the individual boxes to the best of your knowledge.  
**You are required to fill up the Primer Name & Sample Name\*\***
3. Upload the file by clicking on **'Select filled Excel file'**.
4. If you have more than 96 samples to key in, you may remove the current file uploaded and upload the next file.  
**For eg. I have a total of 146 samples to key in. I can split the samples into 2 excel sheets, A and B. A has 96 samples while B has 50 samples key in. Once I uploaded file A, click on file A again and it should prompt you to change the file uploaded. Information uploaded for file A will be retained.**
7. Next, update your contact information. Do fill up new address and complete as much as possible to facilitate the sample collection **(For first time user)**

8. In this order summary, kindly check the samples you have submitted. Do check the box of **"I want to save contact used here for future use"** so you do not have to re-enter the contact information for the next sample.
9. Once submitted, you may print the **Sample Sequencing Collection Form** and attached it to the sample you are sending in for sequencing.

#### FOR CHANGING OF PASSWORD.

1. Click on the tab located beside the log out tab which should state Hello "your email registered"



2. Click on password.

## Manage your account

Change your account settings

Profile

Password

Two-factor authentication

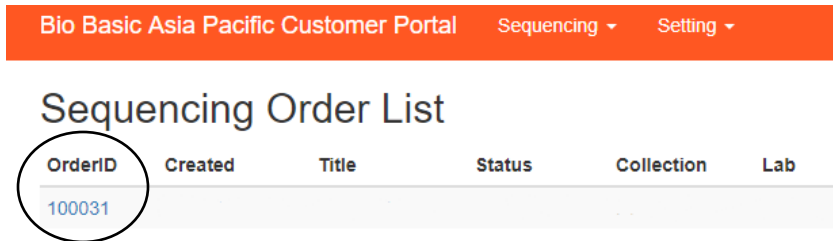
3. Then you may change the password by providing you current password and the new password.  
**\*FOR THOSE WHO HAVE AN EXISTING ACCOUNT, THE DAFULT PASSWORD WOULD BE 123456.\***

# Downloading Sequencing Results

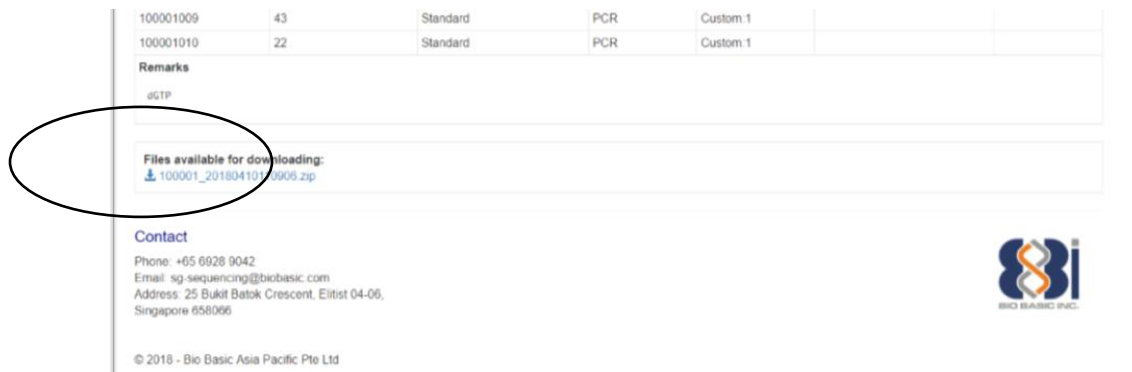
1. Log in to <http://www.biobasic-asia.com/Account/Login?ReturnUrl=%2FSequencingOrder>
2. Your sequencing order list will appear on the main page.



3. You may click on the **Order ID** to check on the updates and status of your samples that you send in.



4. Scroll down to check if results are uploaded.



5. Under **Files available for downloading**, results will be uploaded in zipped format. Click it for downloading.